

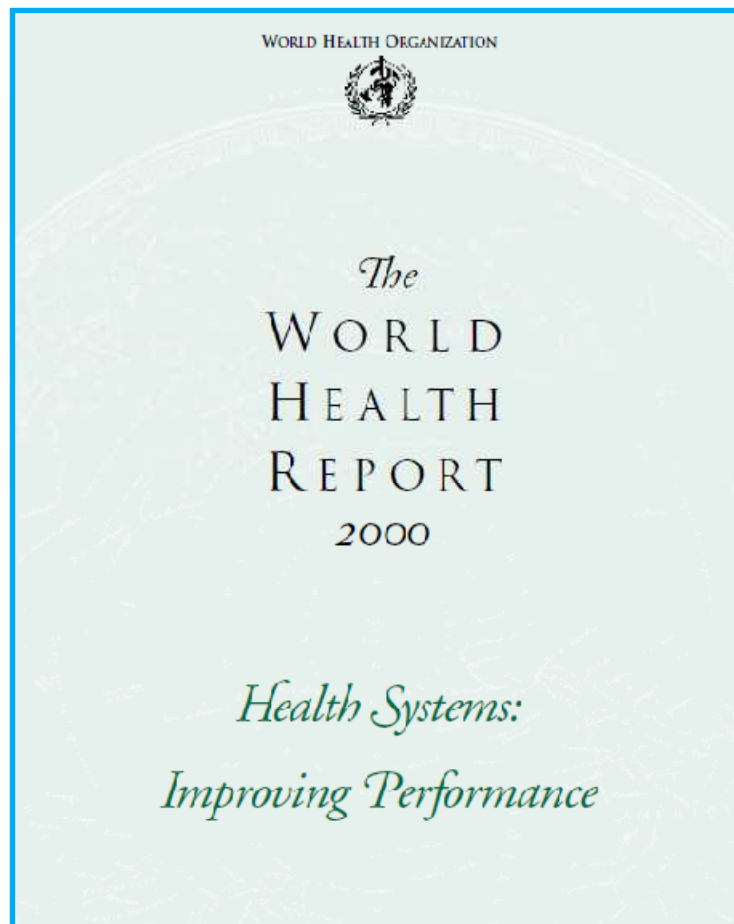


Military Health System Conference

Washington, DC

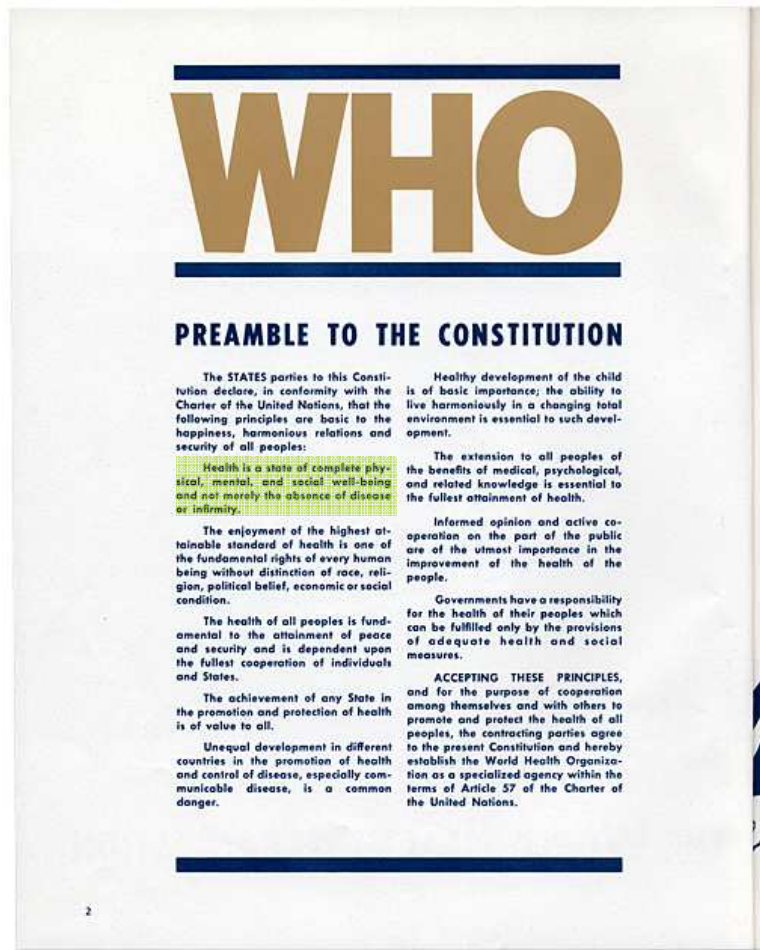
Ben Leedle, CEO, Healthways
Frank Newport, Editor in Chief, Gallup
January 27th, 2010

Where We Stand



#37

Health Defined



“Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.”

-Preamble to the Constitution of the World Health Organization as adopted by the International Health Conference, New York, 19-22 June, 1946

The New Way to Measure

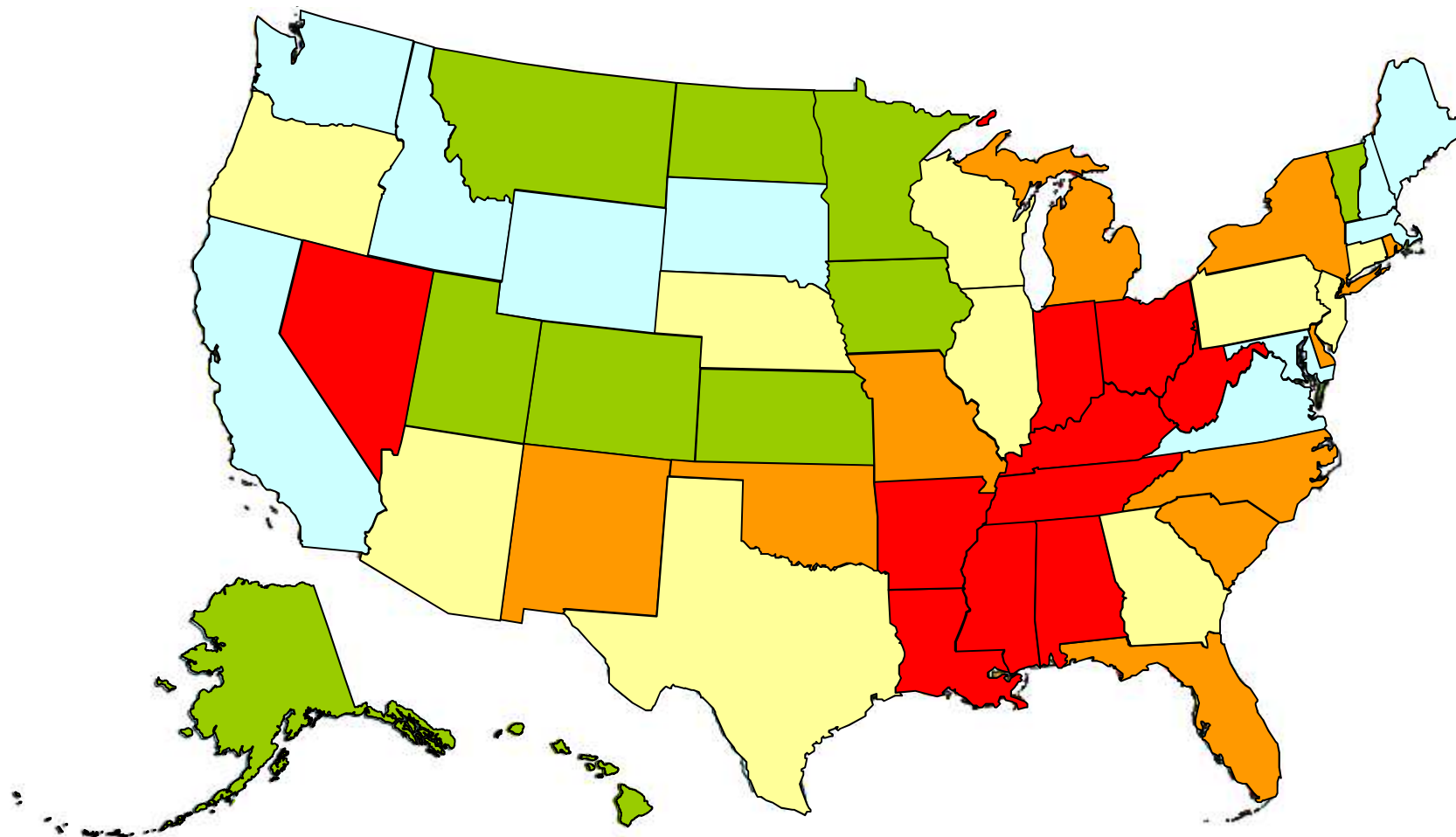


- 25-year commitment, initiated January 2, 2008
- Telephonic-based for “community” survey
- 1,000 completed surveys per day/7 days/week
- 709,000+ completed surveys to date
 - For results based on this sample of respondents, the maximum 95% margin of sampling error is ± 0.3 percentage points
- Design support and oversight from leading behavioral economists, psychologists, and experts in psychometric survey design and statistical analysis

Six Domains:

1. Life Evaluation
2. Emotional Health
3. Physical Health
4. Healthy Behavior
5. Work Environment
6. Basic Access

Well-Being in America - 2009



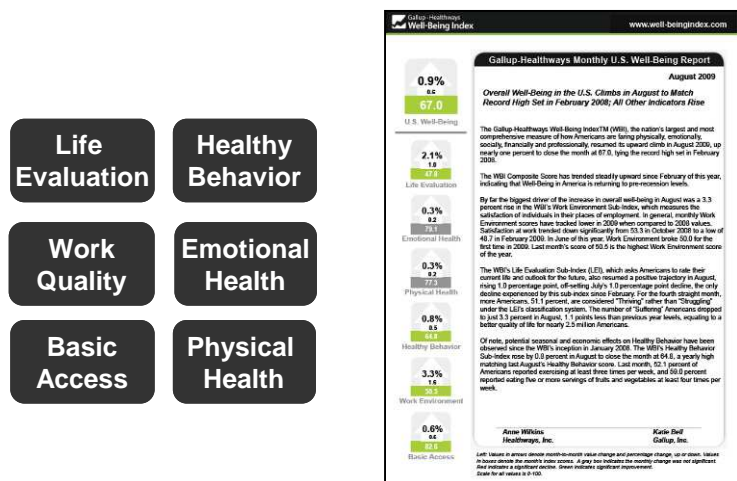
Ranking: ● Top Quintile ● Second Quintile ● Third Quintile ● Fourth Quintile ● Bottom Quintile

Sampling and Census Approaches

Well-Being Index

Population Sampled-Based Survey

Gallup-Healthways Well-Being Index



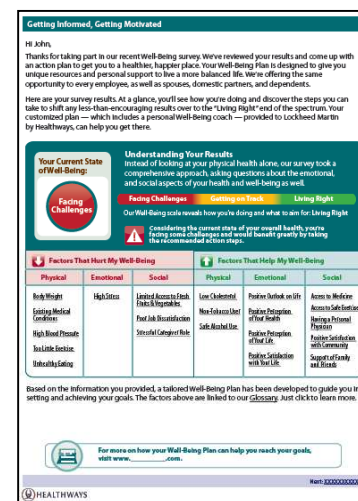
Partnership benefits:

Research insights, brand development, community baseline and comparison, oversampling, sponsorships, consulting, community interventions

Well-Being Assessment

Organization & Individual-Based Survey with Interpretation

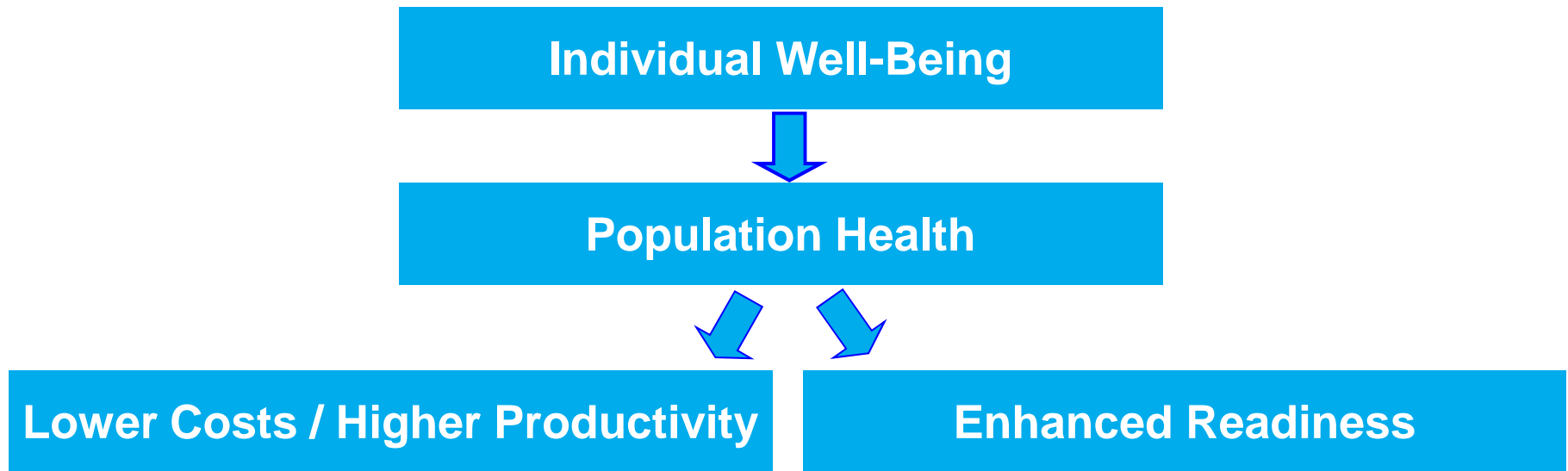
Well-Being Plan



Partnership benefits:

Establish linkage to performance, replace the HRA, workforce engagement opportunities, Well-Being improvement interventions

Relevance



Expand The Focus – from Health Care to Health and Well-being

Measure – to objectively assess the state of health and well-being

Move the Needle – through interventions and programs that improve health and well-being, increase productivity and readiness, lower health care costs, and improve results

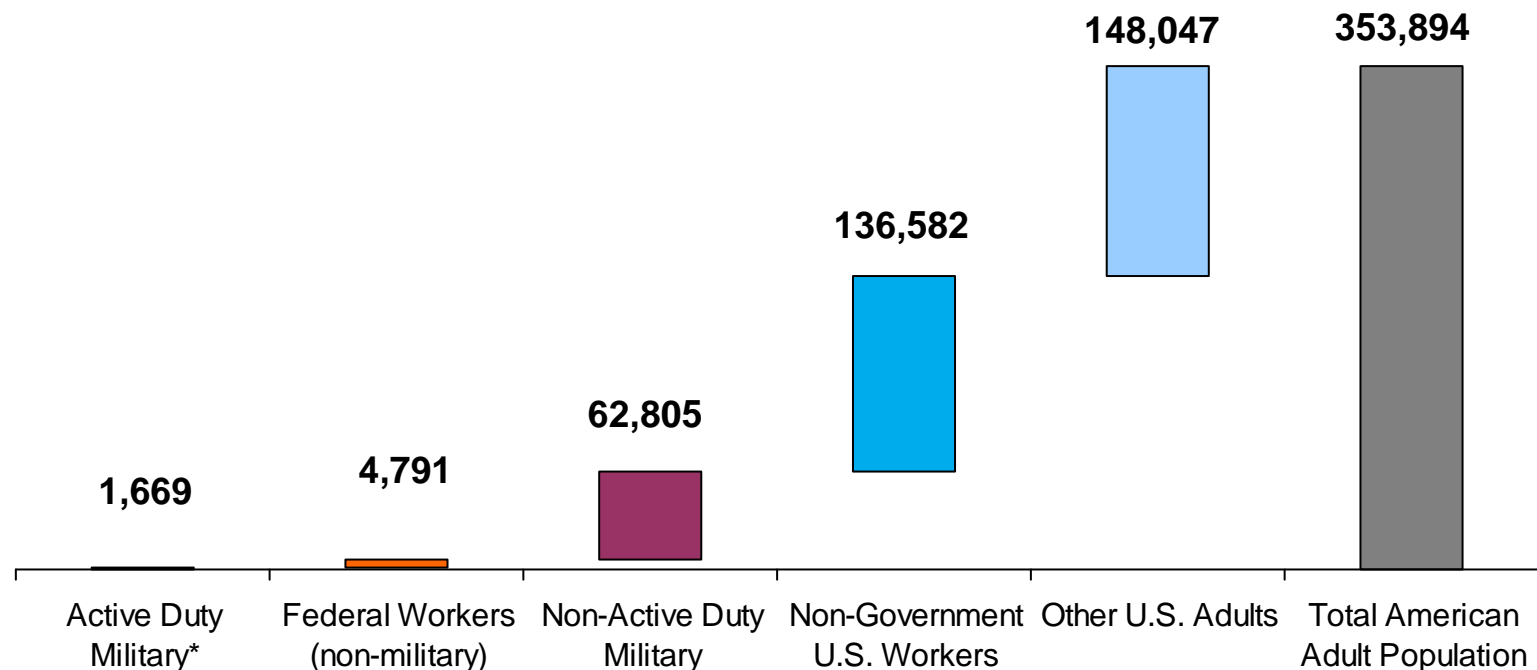


**Frank Newport, Editor in Chief of the Gallup Poll
and President-Elect of the American Association for
Public Opinion Research**

2009 Sample Characteristics of Analysis

- “Have you, or has any member of your household, ever served in the U.S. military?”
- (If respondent has served): “Are you currently on Active Duty, or not?”
- “Do you currently work for the Federal, State, or Local government? Which one?”

2009 Population Sample Size (n) by Category

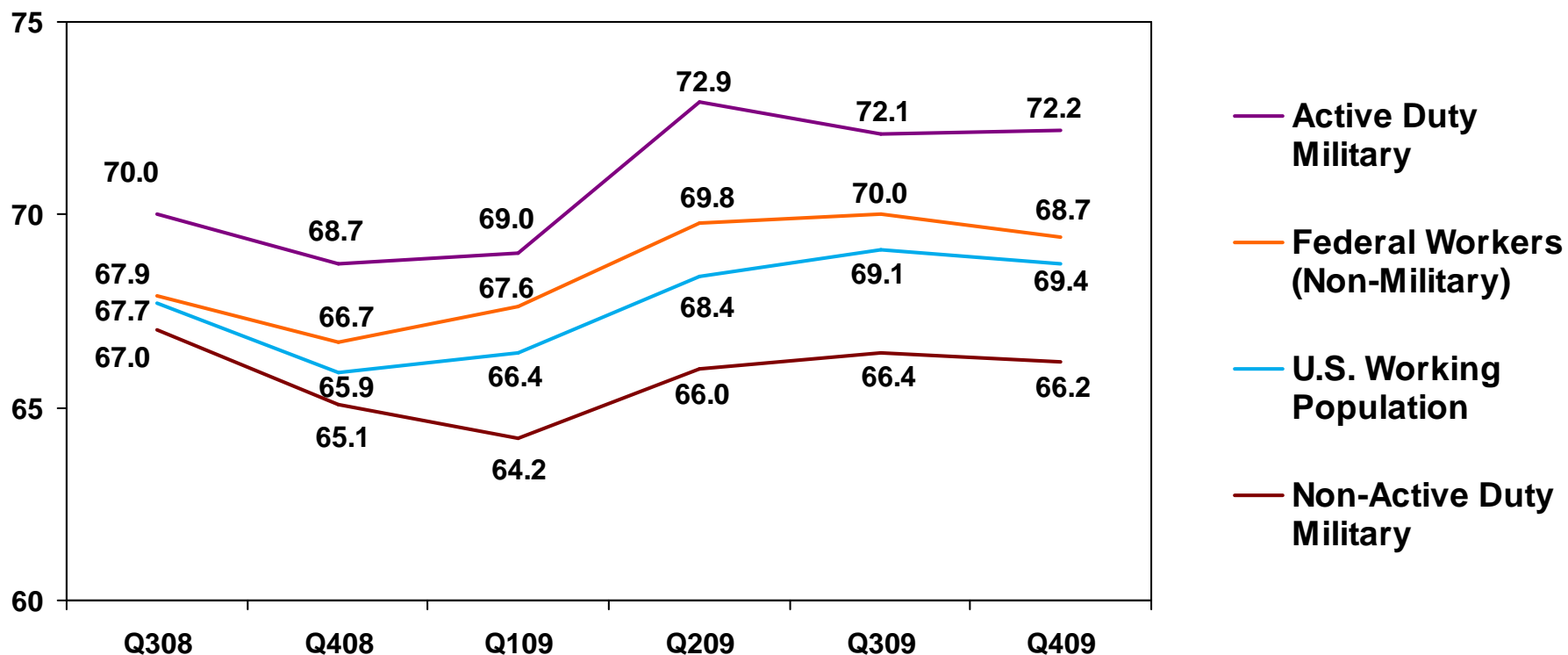


* Non-Deployed

Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

Active Duty Military Personnel Maintain Consistently Higher Levels of Well-Being

Well-Being Index Composite Score by Category



Improvement in overall wellbeing since end of 2008 is greater for active duty military personnel than for any other groups

Q308 data run from August 5th, 2008 through September 30, 2008. Active Duty Military respondents are excluded from Federal Workers data.
Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

Life Evaluation: How We Define “Thriving”, “Struggling”, and “Suffering”

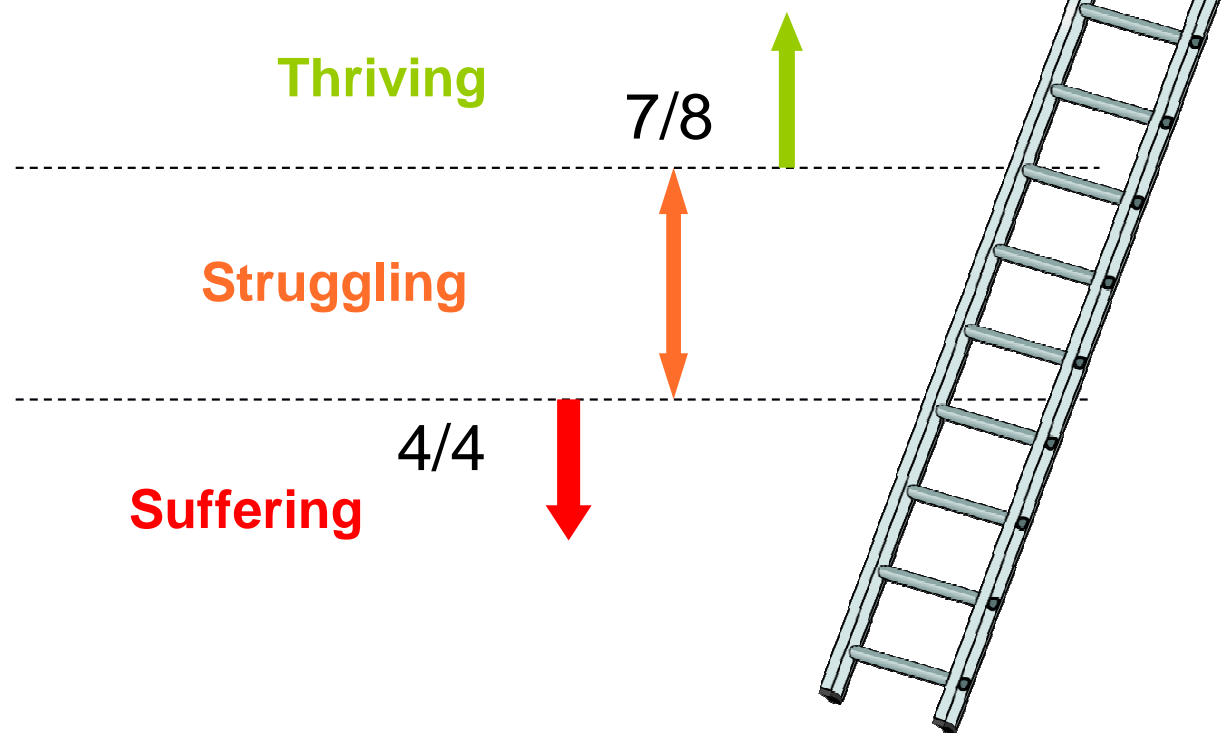
Six Well-Being Domains

1. Life Evaluation
2. Work Quality
3. Basic Access
4. Healthy Behavior
5. Physical Health
6. Emotional Health

“Please imagine a ladder with steps numbered from zero at the bottom to ten at the top. The top of the ladder represents the best possible life for you and the bottom of the ladder represents the worst possible life for you.”

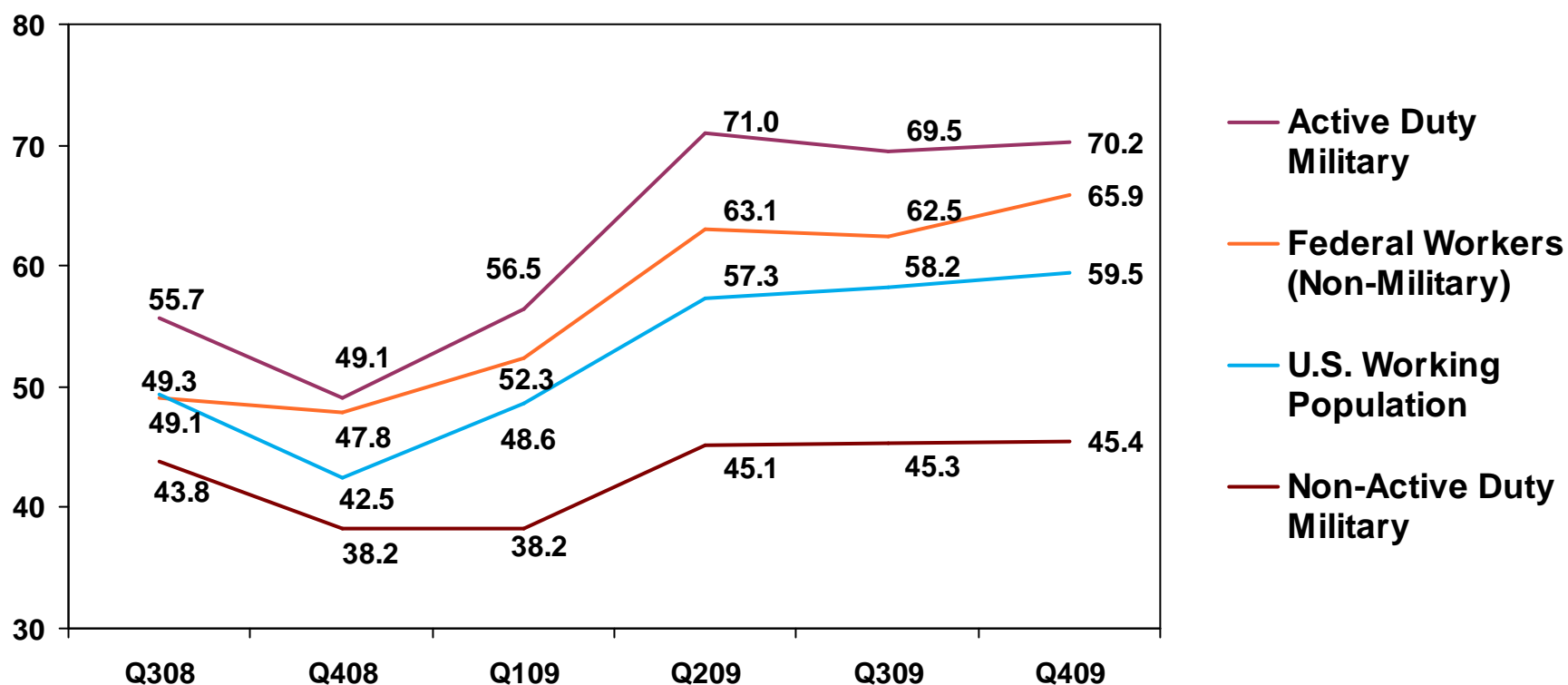
“On which step of the ladder would you say you personally feel you stand at this time?”

“Which step do you think you will be on five years from now?”



Active Duty Military Had Sharp Increase in % Thriving in First Half of 2009

Well-Being Index Life Evaluation % Thriving by Category



Military service members that are no longer active duty maintain consistently low levels of Life Evaluation

Q308 data run from August 5th, 2008 through September 30, 2008. Active Duty Military respondents are excluded from Federal Workers data.
Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

2009 Well-Being Index Composite and Domains

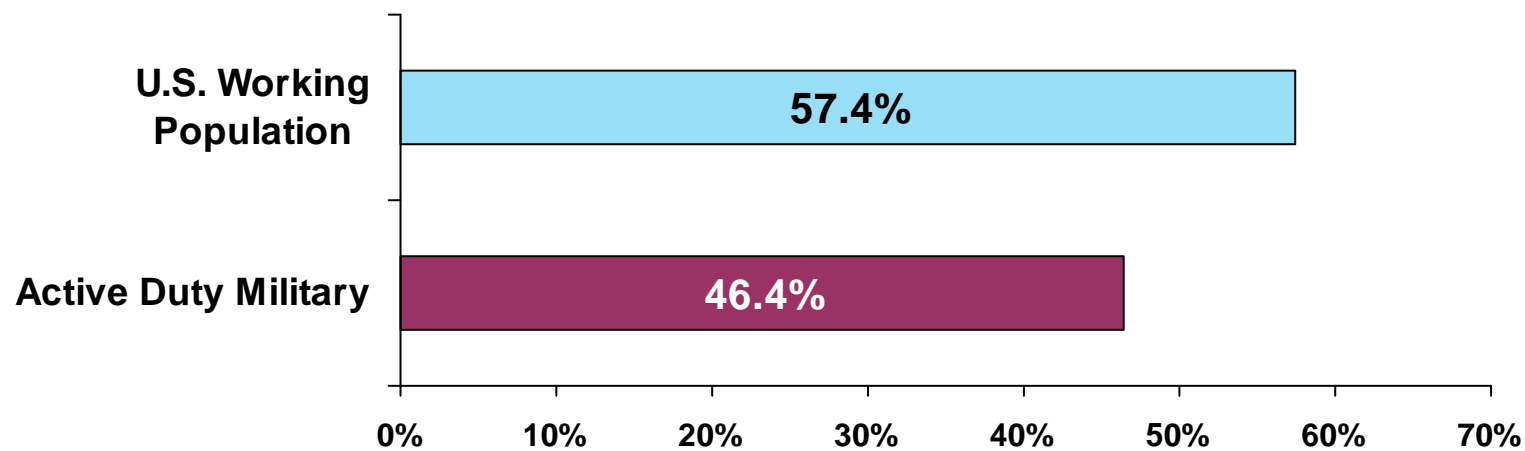
	Overall Well-Being Composite Score	Life Evaluation Index	Emotional Health Index	Physical Health Index	Healthy Behaviors Index	Work Environment Index	Basic Access Index
Active Duty Military	70.1	64.8	75.2	85.7	66.7	39.9	88.4
Federal Workers (Non-Military)	67.9	60.5	73.6	80.2	63.6	43.4	85.9
Non-Active Duty Military	64.5	38.0	74.1	76.1	65.0	48.7	85.3
Non-Government U.S. Workers	66.6	52.0	72.5	81.0	61.2	49.9	82.9

Work Environment is the only Well-Being Index domain where Active Duty Military do not rank at the top of the major measurement groups

Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

Supervisor Treats You Like a Partner, Not a Boss

% Respondents Answering Yes, by Category (2009 Results)

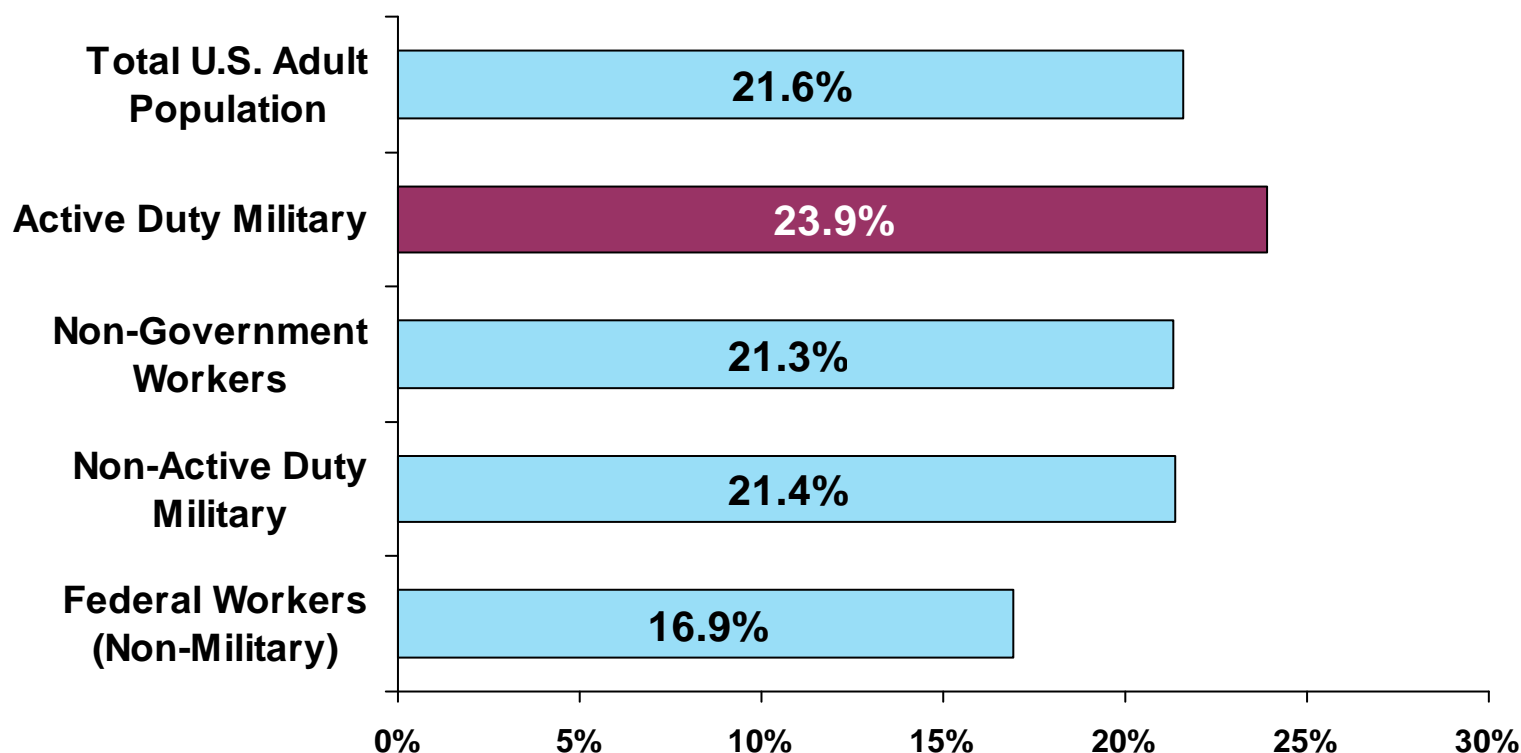


Supervisor partnership is the primary reason that the Work Environment Index is lower for Active Duty Military personnel in 2009

Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

Do You Smoke?

% Respondents Answering Yes, by Category (2009 Results)

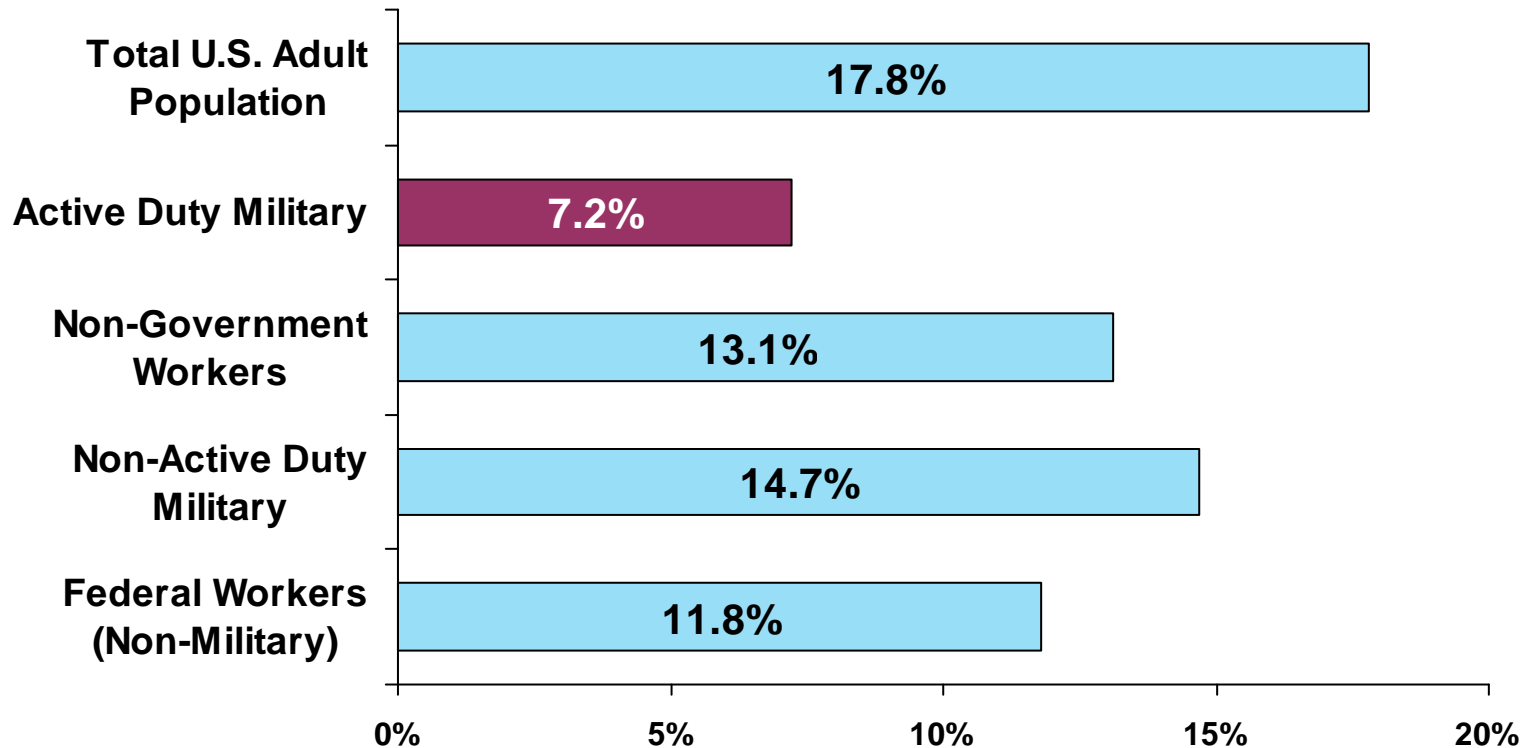


Nearly one-quarter of Active Duty Military personnel are smokers, over two points higher than the entire U.S. adult population or non-government workers generally

Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

Have You Been Diagnosed with Depression?

% Respondents Answering Yes, by Category (2009 Results)

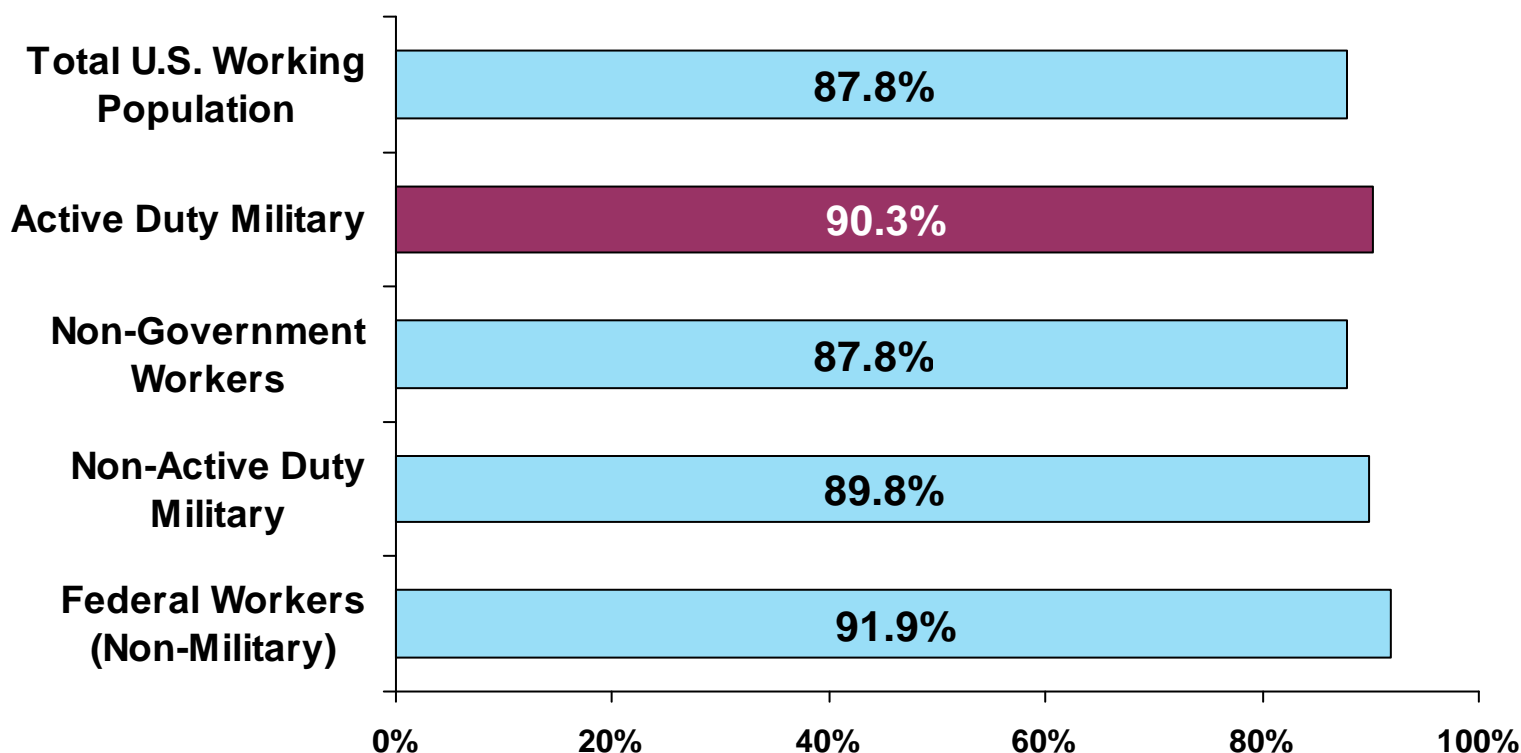


Less than 8% of Active Duty Military personnel have been diagnosed with depression, half the percentage of Non-Active Duty personnel

Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

Are You Satisfied with the Work You Do?*

% Respondents Answering Yes, by Category (2009 Results)



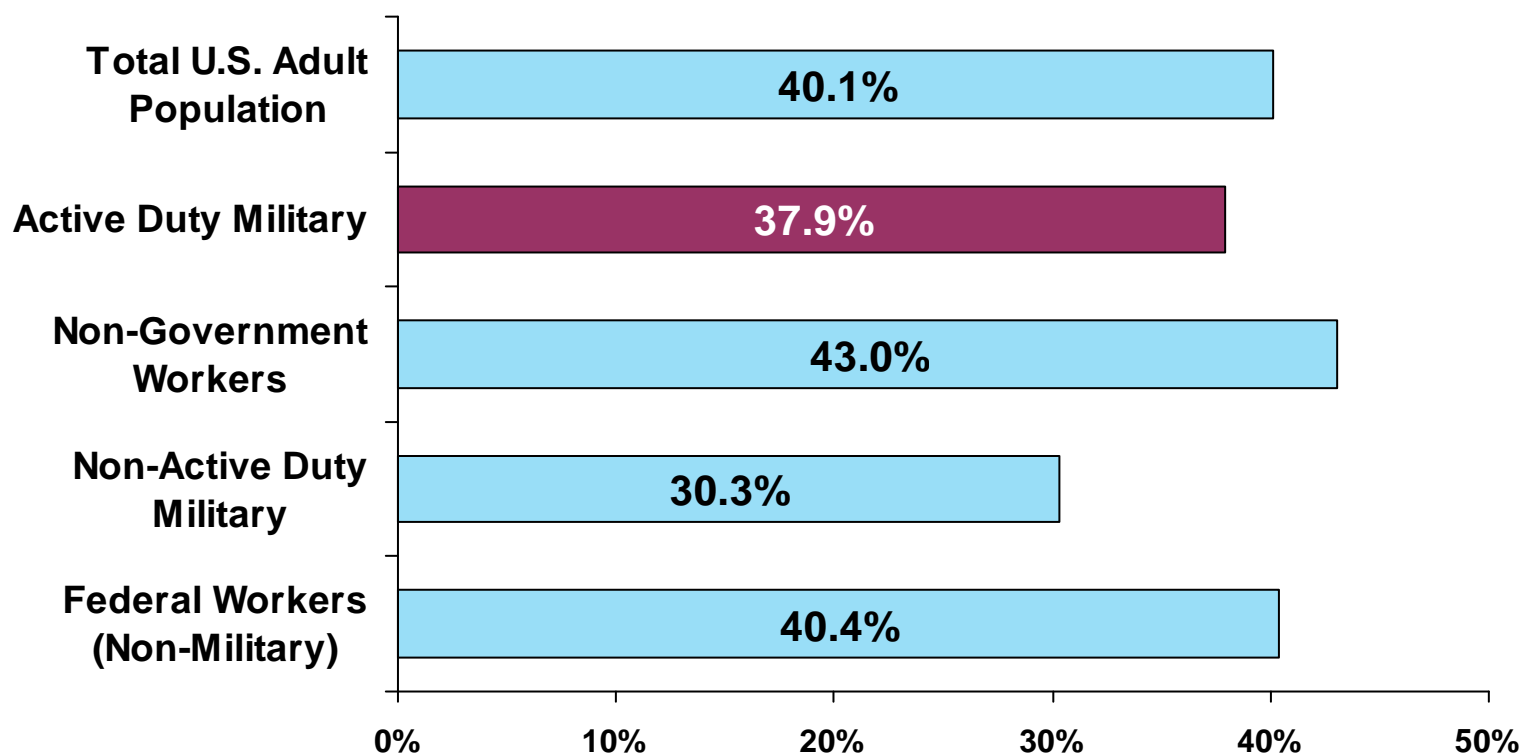
Job satisfaction for Active Duty Military personnel is slightly higher than the total U.S. working population generally

* Work satisfaction question asked only of respondents that are employed by others or self-employed.

Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

Did You Experience a Lot of Stress Yesterday?

% Respondents Answering Yes, by Category (2009 Results)



Daily stress is slightly lower among (non-deployed) Active Duty Military personnel than among American adults generally

Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

Well-Being Index Composite Score by Major Demographic Groups

		Active Duty Military	Non-Active Duty Military	U.S. Working Population	Federal Employees (Non-Military)
Age	15-24	70.3	66.4	67.9	70.3
	25-34	72.1	65.0	68.3	70.5
	35-49	72.0	64.2	68.2	69.1
	50+	70.4	66.3	68.1	68.4
Education	HS OR LESS	68.1	62.0	63.9	65.3
	SOME COLLEGE	71.2	71.3	66.4	67.1
	COLLEGE GRAD +	74.2	64.1	72.7	72.6
Gender	FEMALE	71.7	64.4	67.9	68.4
	MALE	71.5	65.8	68.3	69.8
Monthly Income	UNDER \$500	59.8	54.7	61.9	63.3
	\$500-\$2999	68.2	57.9	61.5	63.9
	\$3000-\$7499	71.5	67.1	68.7	68.5
	\$7500+	74.2	72.8	74.1	73.1
Race	WHITE	71.7	66.0	68.6	69.2
	BLACK	73.1	64.9	66.5	69.5
	OTHER	68.4	63.4	66.9	68.7

The Well-Being advantage enjoyed by Active Duty Military personnel generally holds regardless of demography, with the exception of high income respondents

Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

Exercise, but not Healthy Eating, Characterizes Active Duty Military Lifestyles

% Respondents Answering Yes, by Category (2009 Results)

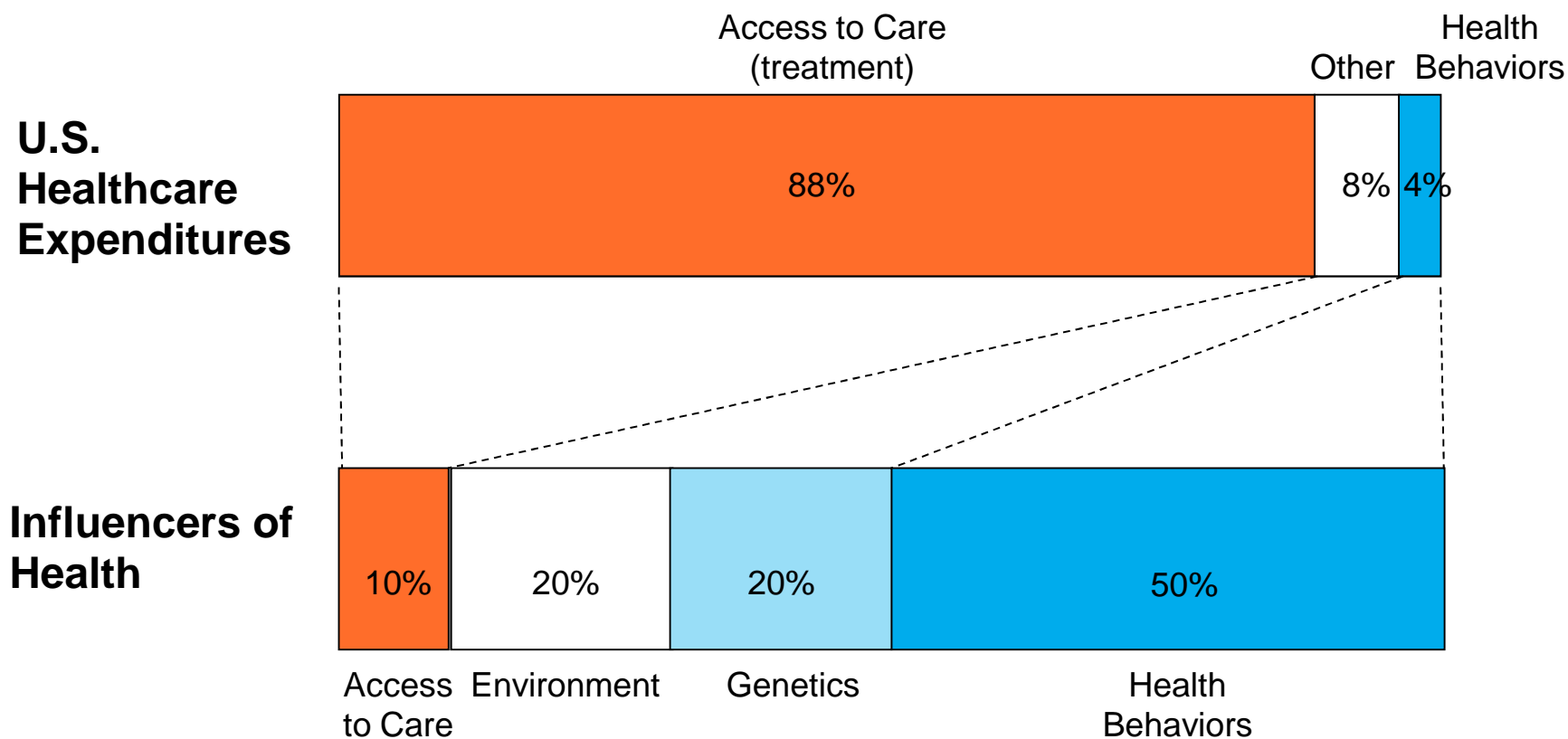
	Exercised 30 Minutes at Least 3 Days Last Week	Ate at Least Five Servings of Fruits and Vegetables Four Times Last Week	Ate Healthy All Day
Active Duty Military	78.7	53.9	58.0
Non-Government U.S. Workers	50.6	53.7	61.8
Federal Employees	54.0	55.3	62.1
Non-Active Duty Military	51.6	56.7	73.4

Eating habits are no better in the military than outside of it

Source: Gallup-Healthways Well-Being Index Survey 2009, n=353,894

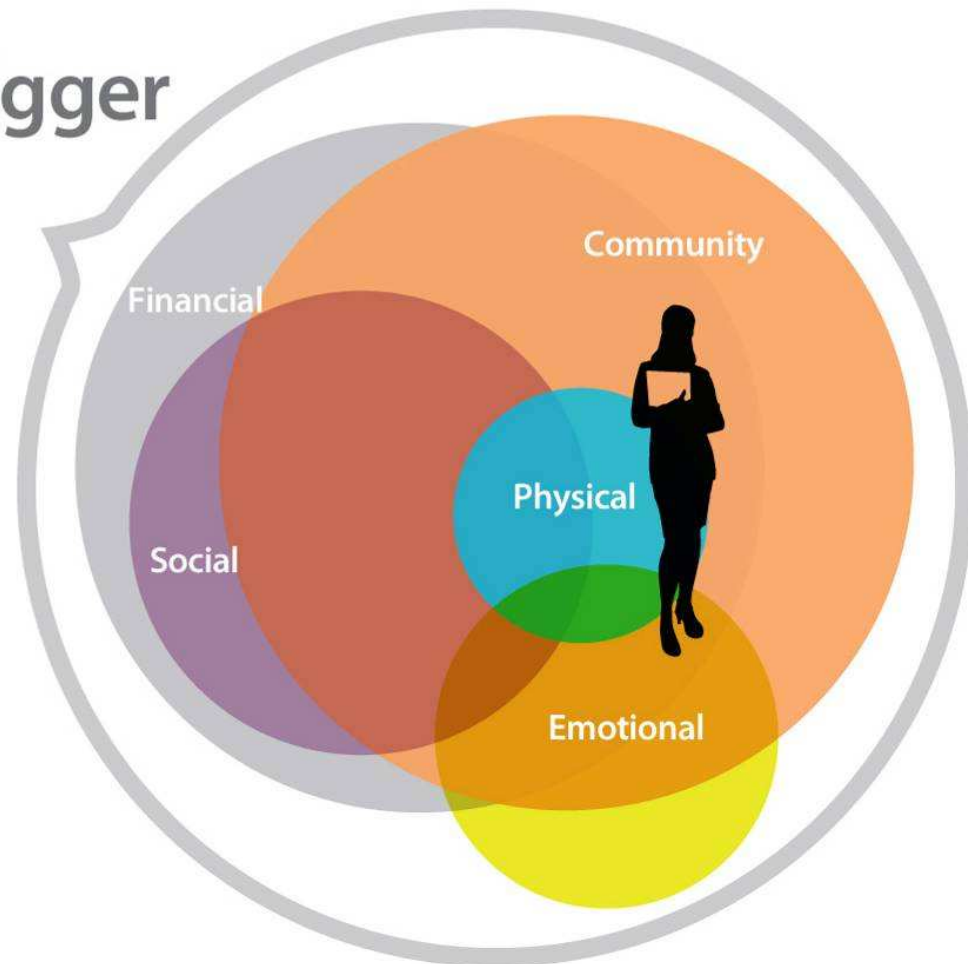
Moving the Needle

The Problem... and a Solution



Improve Well-Being

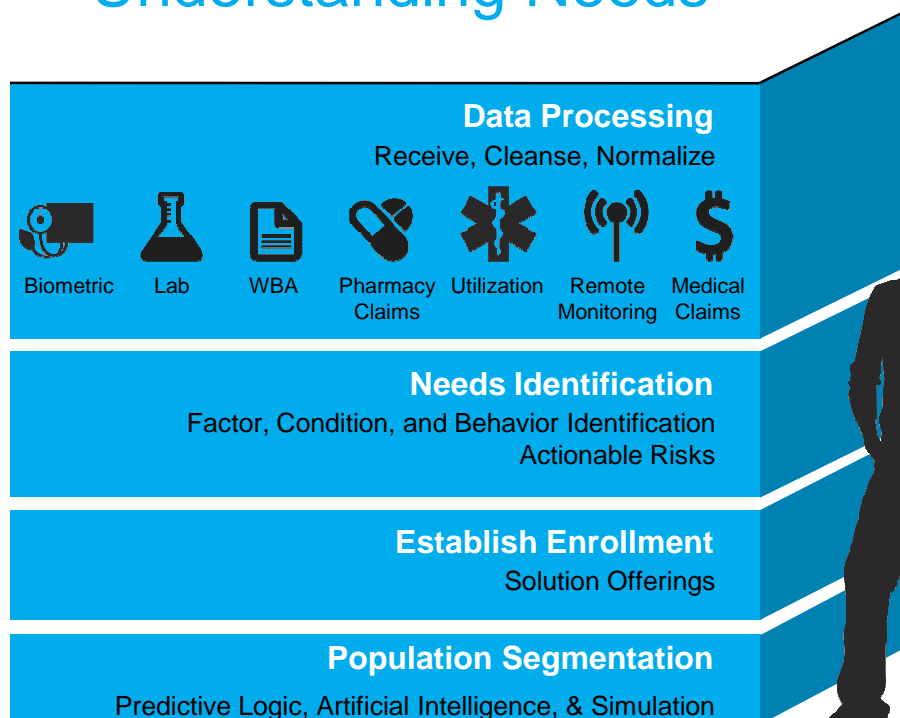
Well-being is bigger
than Health
Management



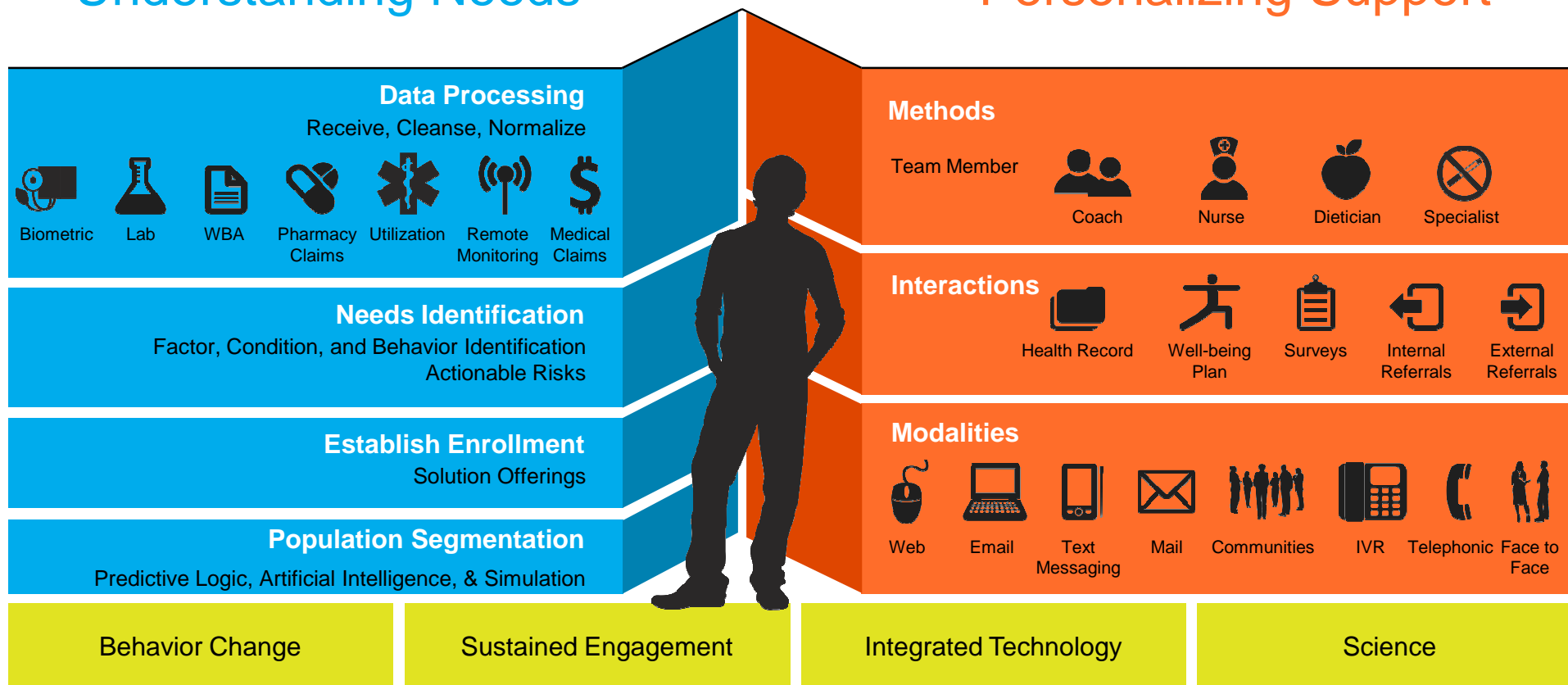
Individuals - Experts - Environments - Networks

One Person at a Time

Understanding Needs



Personalizing Support



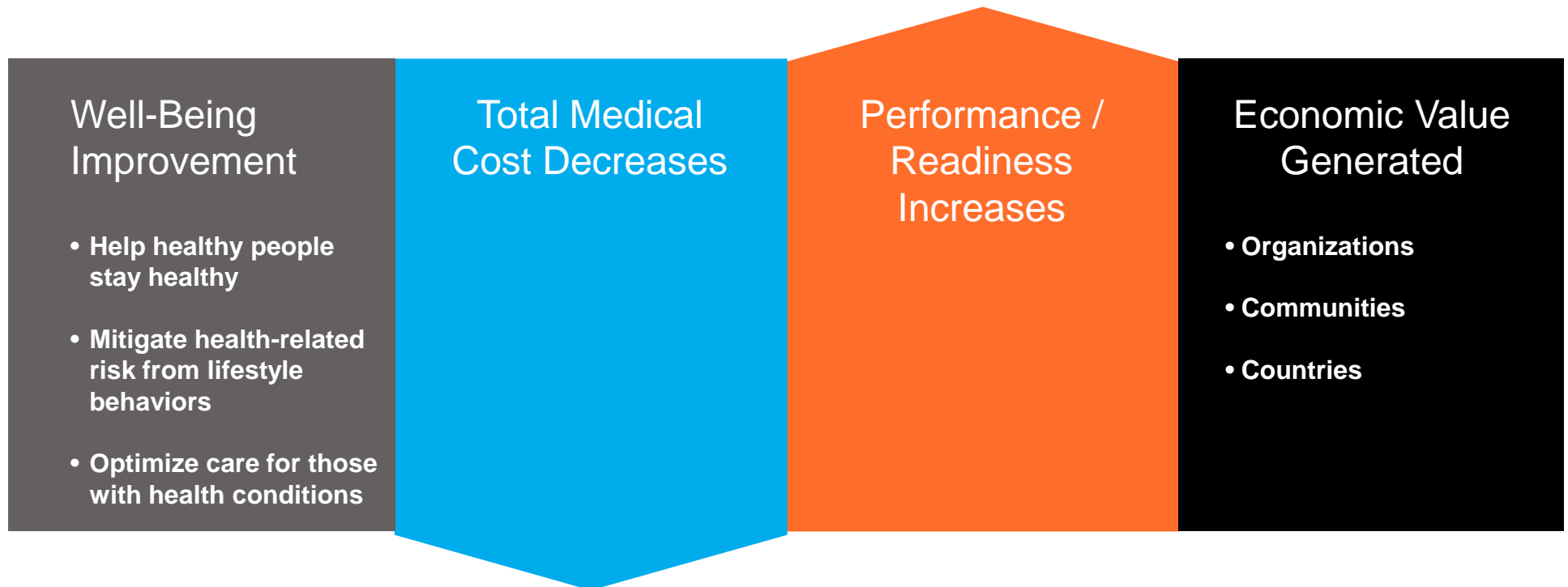
Behavior Change

Sustained Engagement

Integrated Technology

Science

Aim and Value Proposition



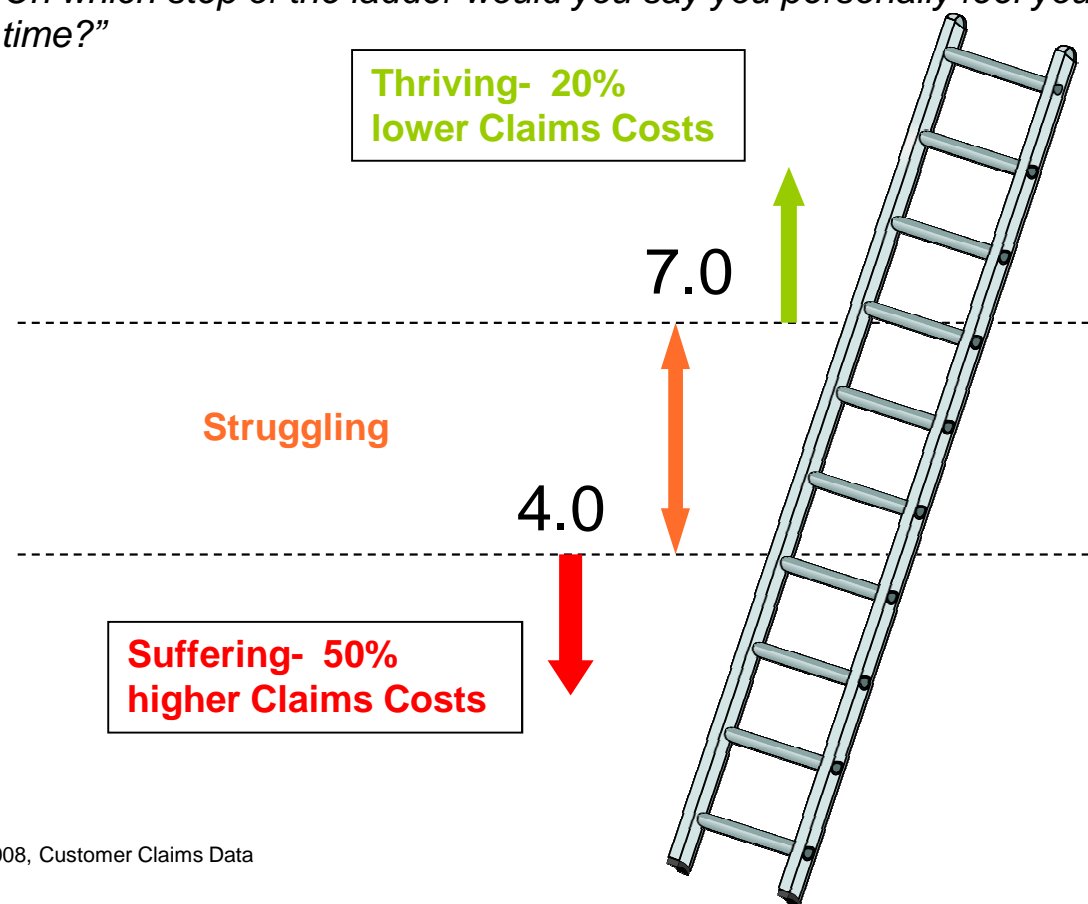
Well-Being and Direct Healthcare Costs



Six well-being domains

1. Life Evaluation
2. Emotional Health
3. Physical Health
4. Healthy Behavior
5. Work Environment
6. Basic Access

“Please imagine a ladder with steps numbered from zero at the bottom to ten at the top. The top of the ladder represents the best possible life for you and the bottom of the ladder represents the worst possible life for you. On which step of the ladder would you say you personally feel you stand at this time?”



Source: Large Health Plan Customer Corporate Survey 2008, Customer Claims Data

Science: Confirming the Value



Examples of research underway to publication:

Impact Of Smoking On The Well-being Of American Population

Well-being In The Senior American Population

Interaction Of Work Environment And Health On Well-being In Working Population

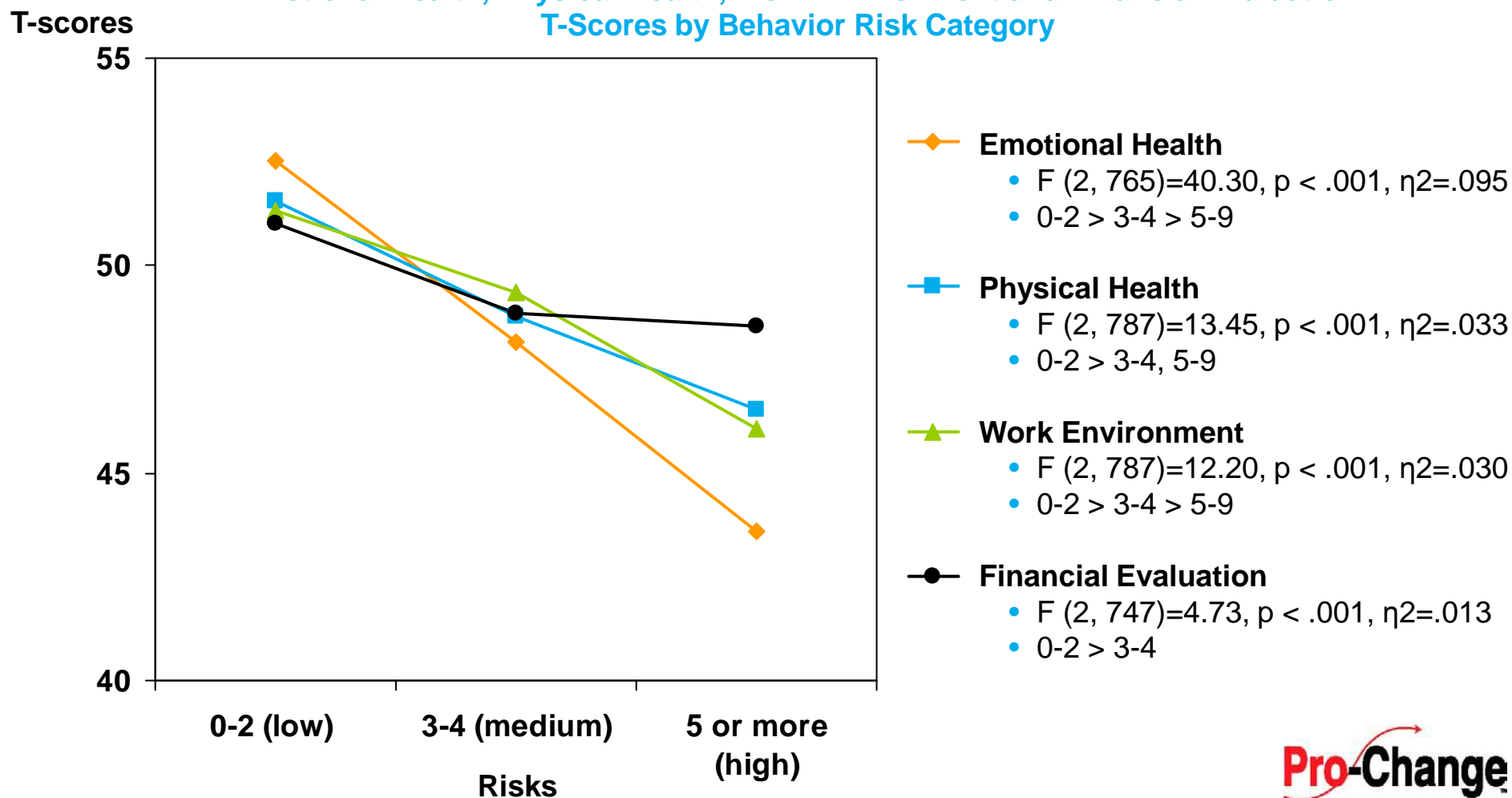
Impact Of Care-giving On Well-being In The Working Population

Case Study In Well-being In An Organization Setting

Source: Healthways Center for Health Research

Well-Being by Behavior Risks

Emotional Health, Physical Health, Work Environment and Financial Evaluation T-Scores by Behavior Risk Category



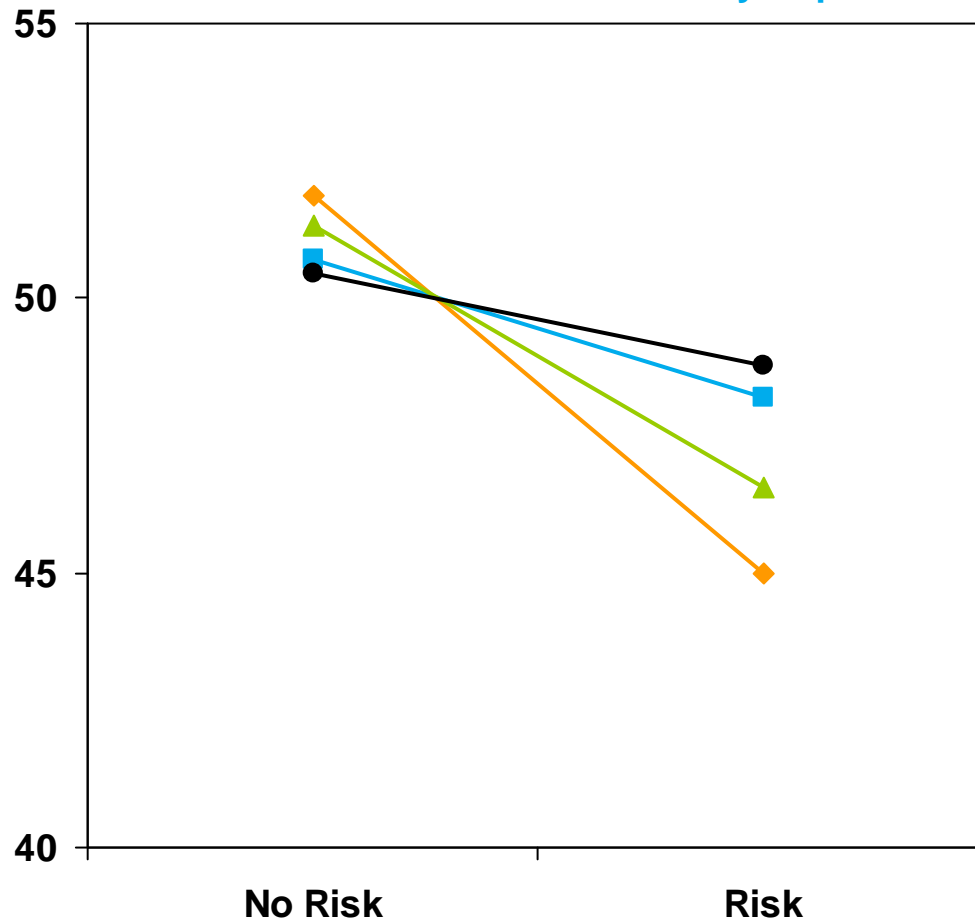
Pro-Change
Behavior Systems

Source: Effects on Well-Being of Healthways Effective LifeStyle Programs Phase II, Evers, KE, Prochaska, JO, Castle, P. & Prochaska, JM. 2010 (under review), $n=4100$

Well-Being by Depression Management

Emotional Health, Physical Health, Work Environment and Financial Evaluation T-Scores by Depression Risk Category

T-scores



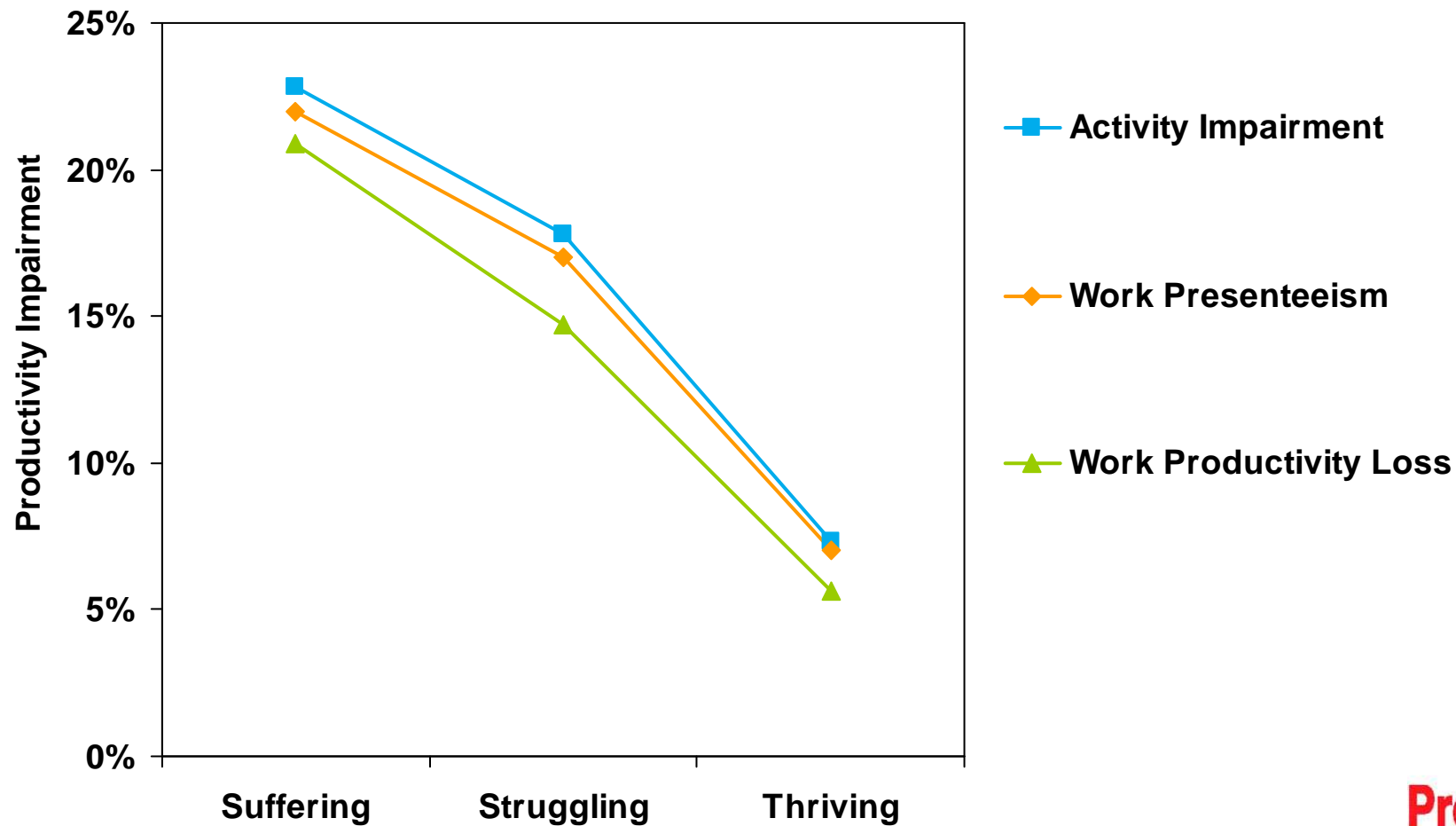
- ◆— **Emotional Health**
 - $F(1, 766)=79.55, p < .001, \eta^2=.094$
- **Physical Health**
 - $F(1, 788)=98.881, p < .01, \eta^2=.012$
- ▲— **Work Environment**
 - $F(1, 788)=37.576, p < .001, \eta^2=.046$
- **Financial Evaluation**
 - $F(1, 748)=99.59, p < .05, \eta^2=.005$

Pro-Change
Behavior Systems

Source: Effects on Well-Being of Healthways Effective LifeStyle Programs Phase II, Evers, KE, Prochaska, JO, Castle, P. & Prochaska, JM. 2010 (under review), n=4100

Productivity Impairment by Life Evaluation

Activity Impairment, Work Presenteeism and Work Productivity Loss by Life Evaluation



Pro-Change
Behavior Systems

Source: Toward Integration to Enhance Health and Well-Being by Evers, KE, Prochaska, JO, Castle, P. & Prochaska, JM. 2009 (under review)

Closing Thoughts

Health

Health Care

Closing Thoughts

Well-Being

Health Care



Gallup · Healthways **Well-Being Index**TM

Thank you.

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